

## Cancelling a Trip

### Steps for Canceling a Reservation Scheduled with MCTS

1. Call the MCTS Administrative Office, Monday through Friday between the hours of 6:30 am - 5:30 pm at (910) 947-3389.

2. Cancellation must be received by MCTS dispatch before 12:30 pm on the business day prior to the scheduled pickup to avoid a No-Show charge. Cancellations messages must be given to the Dispatcher during normal business hours or a message must be left on the after hours answering machine. If you call after the 12:30 pm on the business day prior to the scheduled trip, you (or your sponsoring Agency) will be charged for a No Show.

3. When the Dispatcher answers, tell them what you are calling for. Example: "I am calling to cancel my reservation."

4. You will be asked to give your name or the name of the person you are canceling for.

5. Be sure to give them the dates which you are canceling.

6. If you cannot call during regular business hours, you will get an answering machine, so please leave a message with the information requested in item # 3, 4 and 5 above for the Dispatcher to check when they arrive at work during normal business hours.